



**Public Works
Storm Water Utility**

- (1) Program Title: Citizen Request for Service Response**
- (2) Division/Section: Storm Water Engineering**
- (3) Program Element:**
 - (a) Flood Insurance Program**
 - (b) Mandates**
- (4) Statement of Purpose:**

Customer First Service.
- (5) Description of Actions (Statement of Services):**

Respond to citizens' request for storm water engineering services. Provide floodplain information to individual citizens for flood insurance applications. Prepare and present informative engineering analysis and recommended solutions for neighborhood drainage issues.